

ABSTRACT

An data packet network telephony system provides identification information of an end user terminal making an Internet telephone call to a call center terminal and provides a call center agent with the ability to cause an end user terminal making an Internet telephone call to display selected web pages and or to synchronize displays between the agent and end user terminals. In one embodiment, customer identification information is provided in-band. In another embodiment, customer identification information is accomplished out of band, in some cases using an identifier of the PSTN gateway as an index into a table to identify an end user terminal. In another embodiment, an agent may enter DTMF (dual tone multi-frequency tones) to push web pages to an end user terminal. In still other embodiments, a second communications link between the end user terminal and the agent's terminal is established, allowing for data sharing/synchronization.